



DX8000 Hard Drive
Replacement Instructions
for the System Drive

DX8000 Digital Video Recorder

C1692M (12/05)

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Introduction

The following instructions provide step-by-step directions for replacing the primary hard disk drive of your DX8000 Series digital video recorder (DVR).

PARTS LIST

NOTE: This replacement kit includes a Pelco-certified hard disk drive. Using any other hard disk drive with the DX8000 voids the manufacturer's warranty for the DX8000.

Qty Description

- 1 80 GB or 250 GB hard disk drive
- 2 Mounting screws
- 1 DX8000 Reinstallation CD

TOOLS NEEDED

- 1 Phillips-head screwdriver #1 (nonmagnetic)
- 1 Properly grounded ESD wrist strap and mat
- 4 Small containers for storing screws (optional)

Getting Ready

1. Familiarize yourself with the instructions throughout this manual.
2. Check that you have all the necessary parts and tools. Refer to the Parts List and Tools Needed sections.
3. Shut down the DX8000 Series DVR unit. Refer to DX8000 Installation Manual or Operations and Programming Manual for instructions on shutting down your unit.
4. Unplug the power cord from the wall socket and then from the rear of the DVR.

⚠ WARNING: For safety reasons, you must remove the power cord because current continues to flow through the DX8000 even when the unit is off. Remove the power cord from the wall socket first and then from the rear of the DVR. It is critical that the unit be unplugged for your safety.

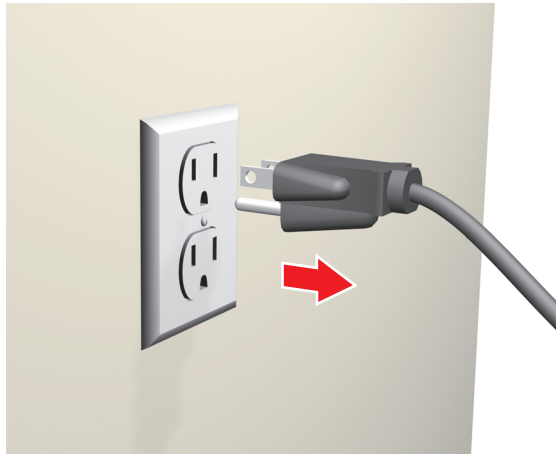


Figure 1. Removing Power Cord from Wall

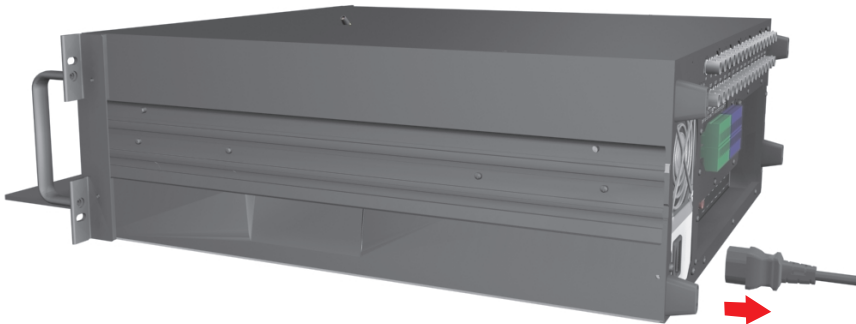


Figure 2. Removing Power Cord from Unit

5. Ensure that the DX8000 Series DVR and all of its components are protected against electrostatic discharge (ESD). Before handling any electronic components, you should take steps to ground yourself properly so that any built-up static electric charges are dissipated away from the unit. The most effective method for combating ESD is to use a properly grounded wrist strap.

NOTE: If you do not have access to a grounded wrist strap, you can discharge built-up static by periodically touching an unpainted section of the chassis.

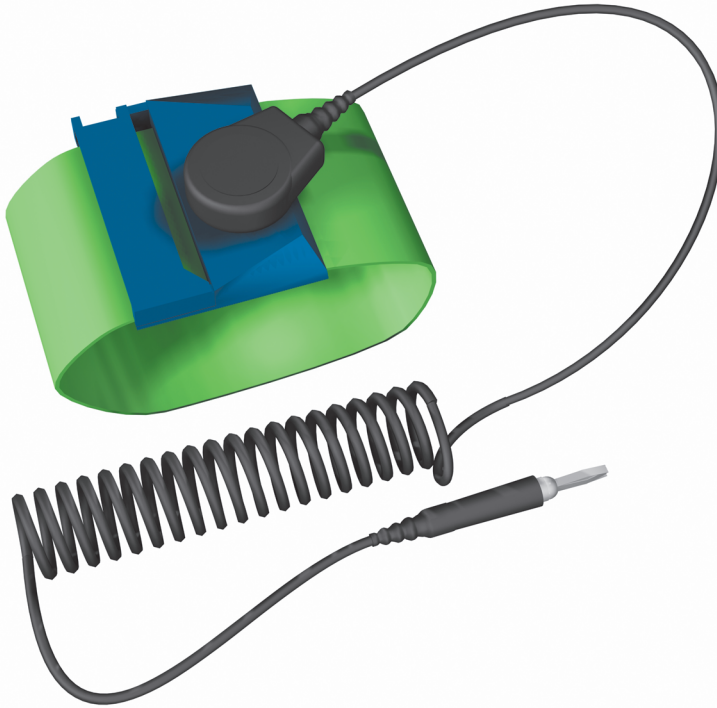



Figure 3. ESD Protection

Prepare Unit for Drive Installation

OPEN THE UNIT CHASSIS

 **WARNING:** The chassis assembly includes parts with sharp edges. To avoid injury, use caution when working in and around the DX8000's chassis and components.

1. If the DX8000 is mounted in a rack, remove it and transport it to an area that will provide full access to the unit chassis:
 - a. Disconnect any cables or connections that might restrict access to or the removal of the unit.
 - b. Unscrew the fasteners that are securing the unit in the rack.
 - c. Carefully lift the unit out of the rack.

NOTE: Removing the DX8000 from a rack may require more than one person. Refer to the DX8000 Installation Manual for rack mounting information.

2. Place the DX8000 on a flat surface with ample workspace.

- Using a Phillips-head screwdriver, remove the chassis cover:

⚠ WARNING: Make sure unit is turned off and you are wearing a properly grounded ESD wrist strap before attempting to open the DX8000 chassis cover. Refer to the Getting Ready section.

- Remove the two top-most screws on the left and right side panels of the DX8000. Refer to Figure 4.
- Remove the four silver-colored screws fastening the cover to the rear of the unit. These screws are the ones closest to the top of the unit. Refer to Figure 4.
- Carefully remove the chassis cover by sliding it back and up. Set aside the cover. Figure 5 illustrates the interior of the DX8000.

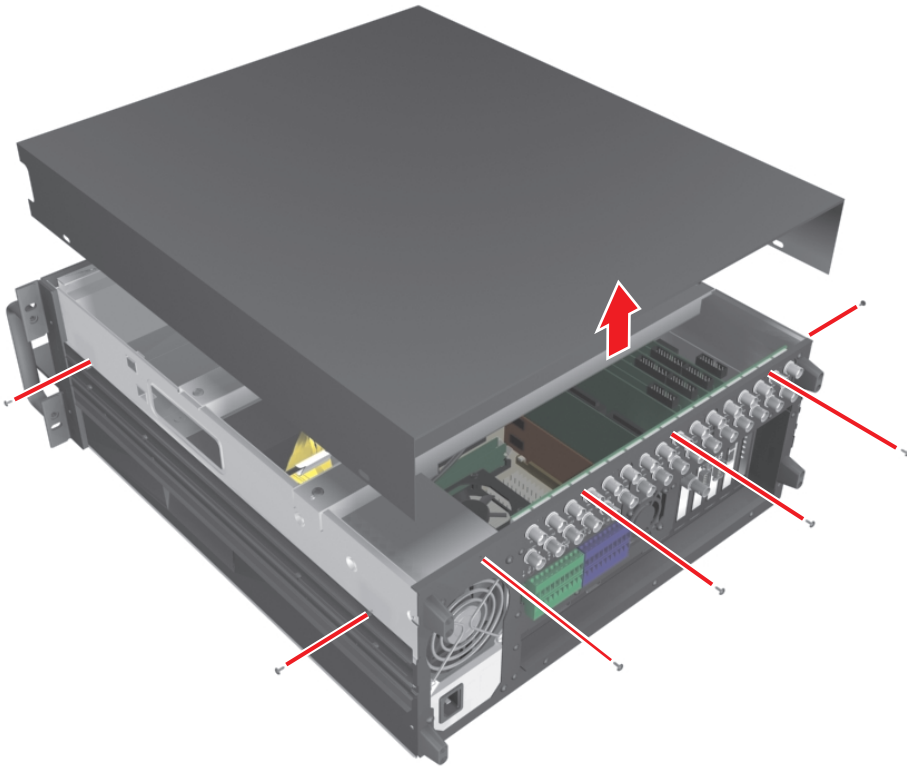


Figure 4. Removing Chassis Cover

COMPONENT LAYOUT

Figure 5 shows the location of your DX8000 Series DVR's major components. Certain cables and components have been omitted from the illustration in this manual for the purpose of clarity.

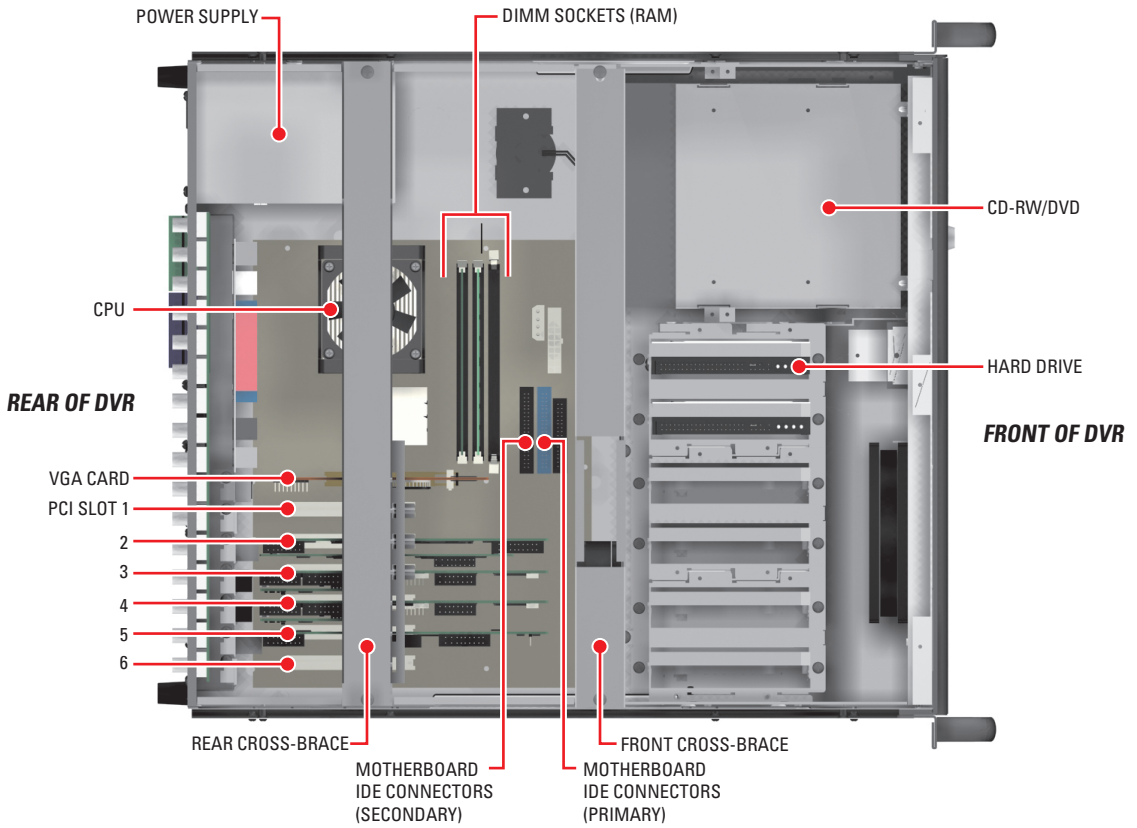


Figure 5. DX8000 Interior

Move the Front Cross-Brace

⚠ WARNING: Do not disconnect the wires or remove the front cross-brace entirely from the unit—doing so may cause damage to the fan's power connection.

1. Unscrew and lift out the front cross-brace (found at the center of the unit). Moving this part out of the way will make it easier for you to access the hard drive mounting baskets.
 - a. Use a Phillips-head screwdriver to remove the two flat-head screws that secure the front cross-brace. Refer to Figure 6.

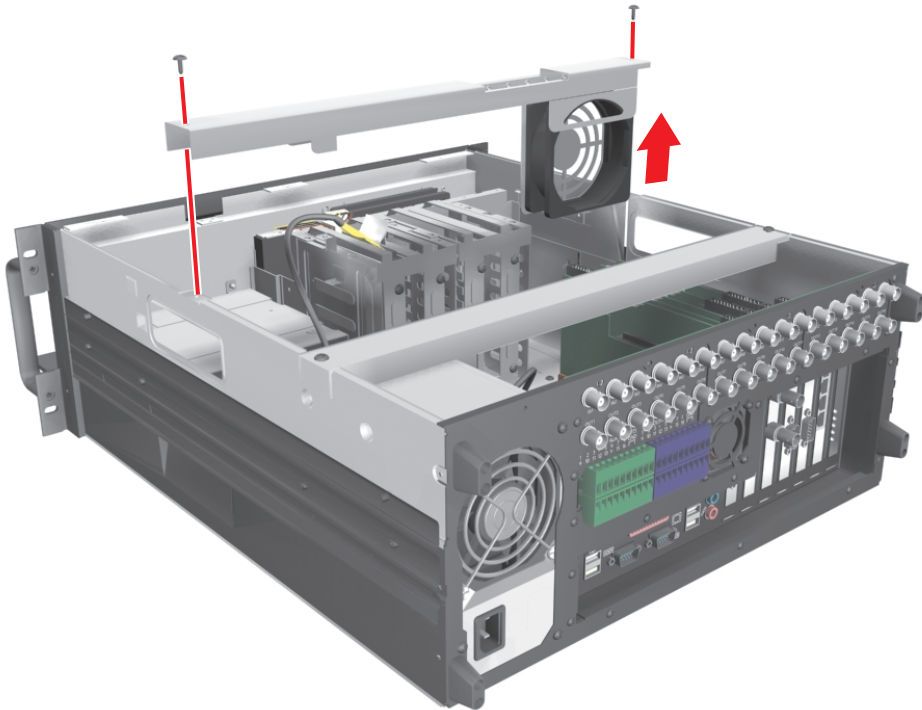


Figure 6. Removing Front Cross-Brace

- b. Carefully place the cross-brace and fan across the rear section of the unit. Refer to Figure 7.

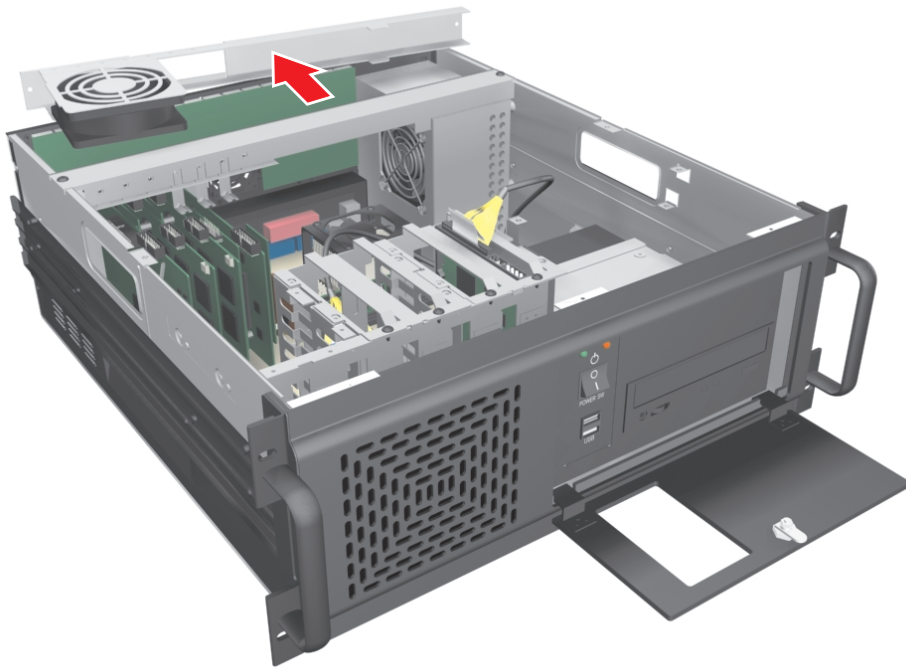


Figure 7. Placing Front Cross-Brace Across Rear of Unit

Disconnect the Data and Power Cables

The system drive is always the first drive next to the CD-RW/DVD drive. When removing the data and power cables, pull the connectors straight out. Do not rock connectors back and forth or remove a cable by pulling it by its wires or cable.

1. Remove the IDE data cable from the existing system drive as follows:
 - a. Carefully pull the plastic tab of the connector away from the hard drive. Refer to Figure 8.
 - b. If a second hard drive is installed in the basket, remove the IDE cable from the second drive.

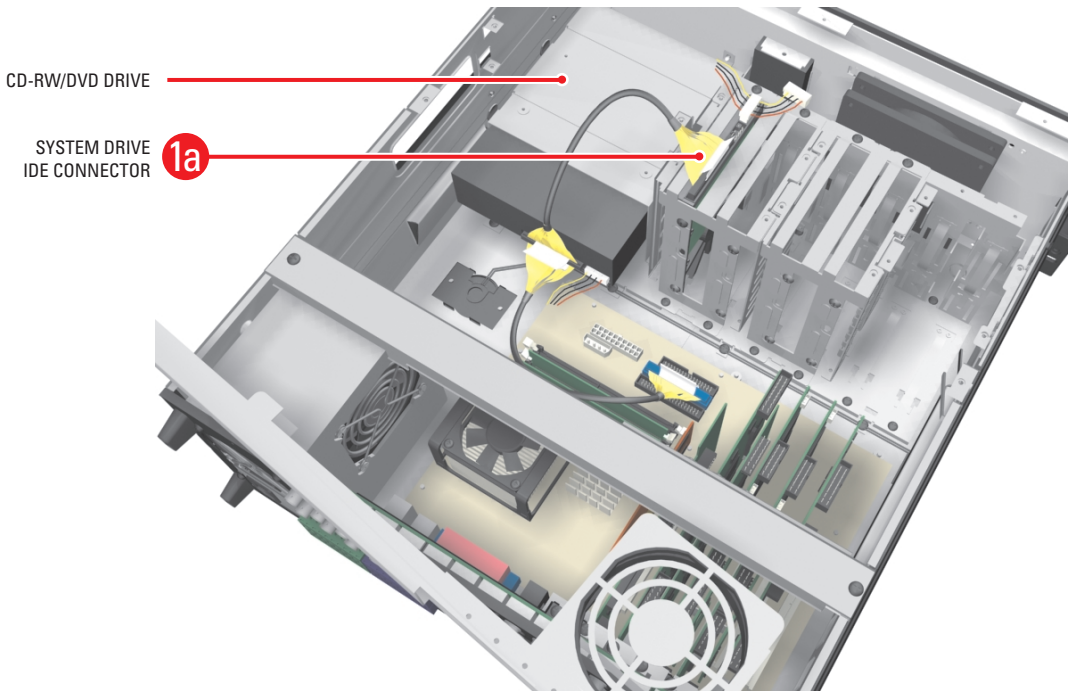


Figure 8. Removing the IDE Data Cable

2. Remove the power connector from the system drive. Refer to Figure 9. If a second drive is installed in the basket, remove the power connector to the second drive.

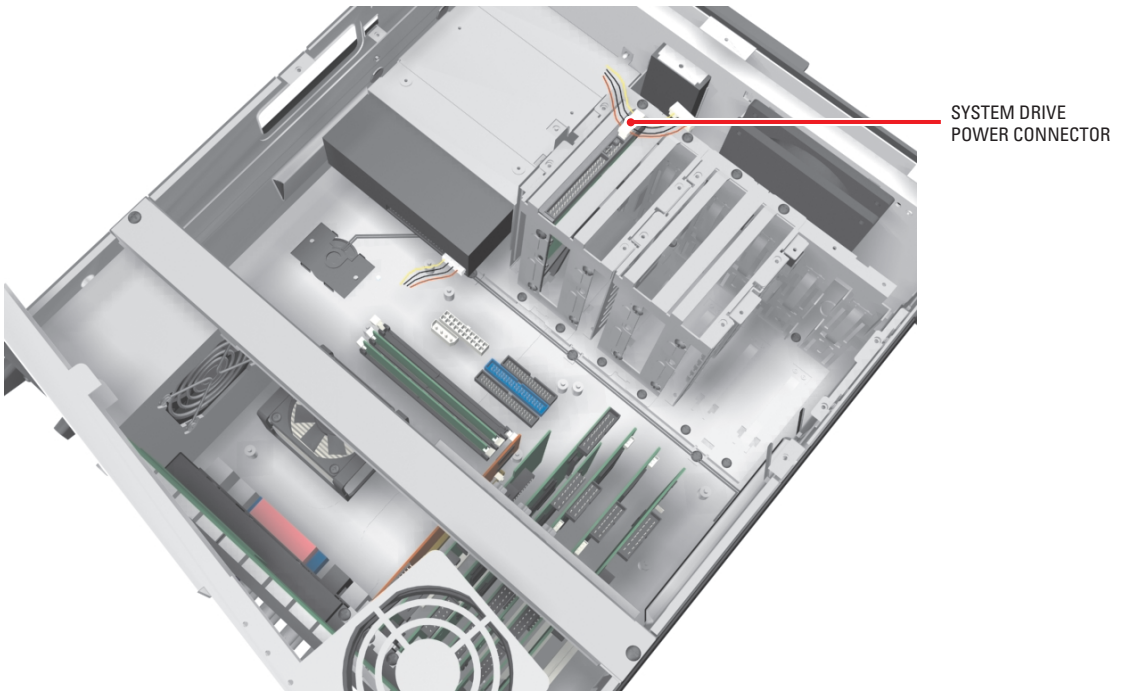


Figure 9. Removing System Drive Power Connection

Remove the Drive Mounting Basket

Remove the first hard drive mounting basket (refer to Figure 10):

1. Using a Phillips-head screwdriver, unfasten and save the four screws that attach the drive basket to the chassis.
2. Gently lift the basket up and out with the drive attached. Be careful not to force the basket free or to disturb other components inside the unit.

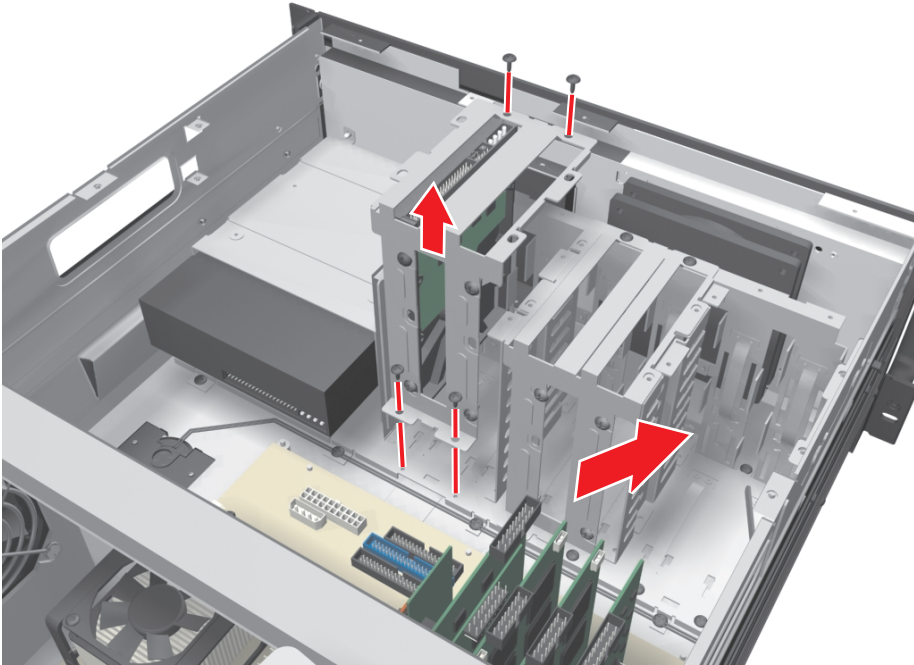


Figure 10. Removing Hard Drive Basket

Replace the Primary Hard Disk

NOTE: This replacement kit includes a Pelco-certified hard disk drive. Using any other hard disk drive with the DX8000 voids the manufacturer's warranty for this product.

REMOVE THE ORIGINAL SYSTEM DRIVE

The system drive is located next to the CD-RW/DVD drive. In some cases, there might be a second hard disk drive installed in the drive mounting basket.

To remove the original system drive (refer to Figure 11):

1. Using a Phillips-head screwdriver, unfasten the screws attaching the drive to the basket.
2. Gently remove the original system drive from the basket, and set the drive aside.

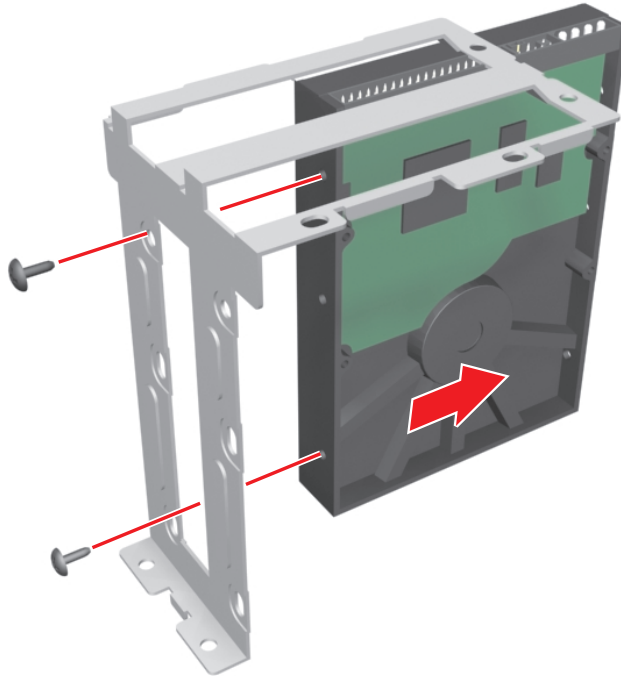


Figure 11. Removing the Original System Drive

MOUNT THE NEW SYSTEM DRIVE

The system drive occupies the slot in the drive mounting basket that is next to the CD-RW/DVD drive.

To mount the new system drive:

1. Mount the new system drive in the drive basket. Use the drive slot closest to the CD-RW/DVD drive. Refer to Figure 12.
 - a. Make sure the drive is mounted in the basket so that access to the connectors is not blocked.
 - b. Attach the drive to the basket using the two screws that came with the upgrade kit.
 - c. Tighten the screws securely but do not over-tighten.

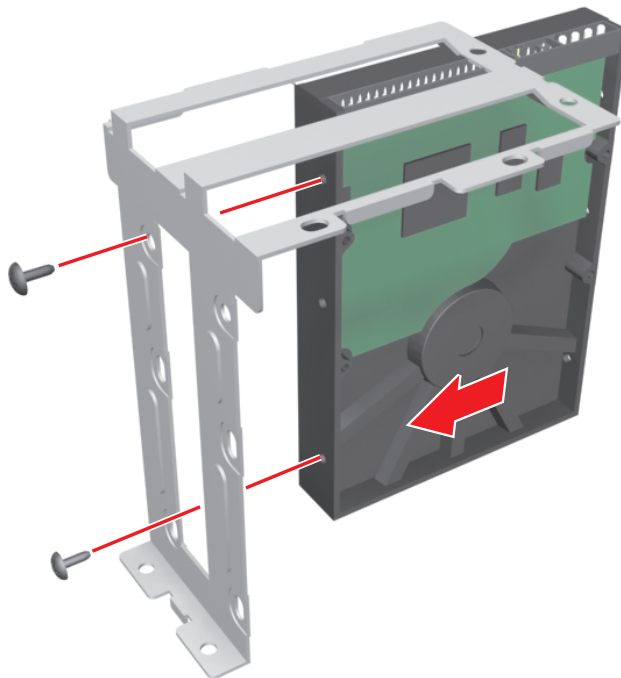


Figure 12. Inserting the New Drive into the Basket

2. Mount the drive basket back into the chassis (refer to Figure 13):
 - a. Align the basket and press down firmly to ensure that it fits flush against the top of the chassis bracket. Refer to Figure 13.
 - b. Secure the drive basket to the chassis using the four screws you set aside earlier.

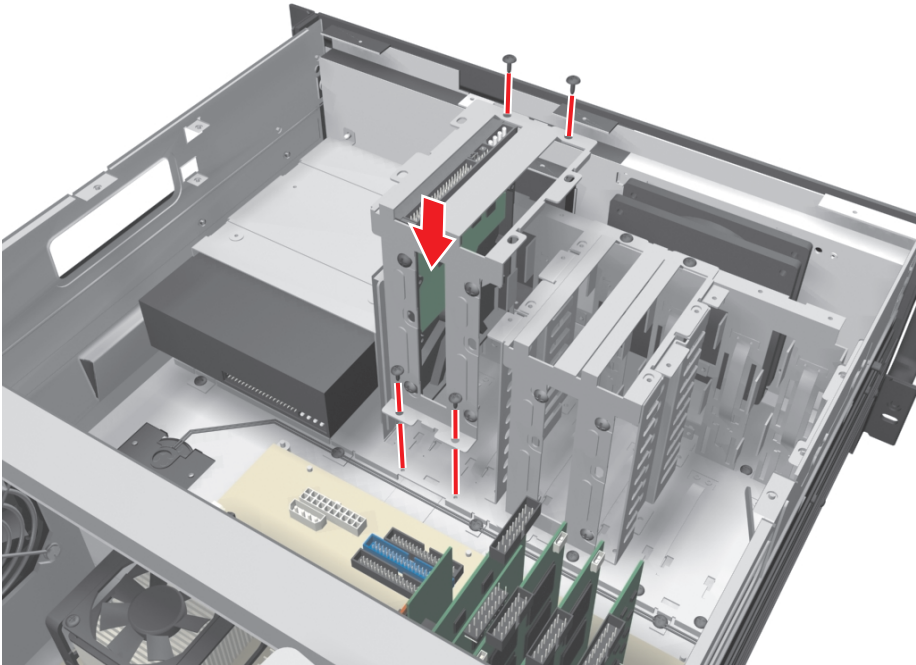


Figure 13. Replacing Drive Basket

SET THE SYSTEM PRIMARY JUMPER

To operate correctly, you must configure the system drive jumper so that the drive is recognized as the primary drive. Each hard drive must be configured as either a primary or secondary device to operate correctly. A jumper is used to configure a pair of connected hard drives to operate in a primary/secondary relationship. A jumper is a small plastic part that slides over a pair of drive configuration pins. Figure 14 illustrates the rear panel of a 250 GB hard disk drive and the jumper location.

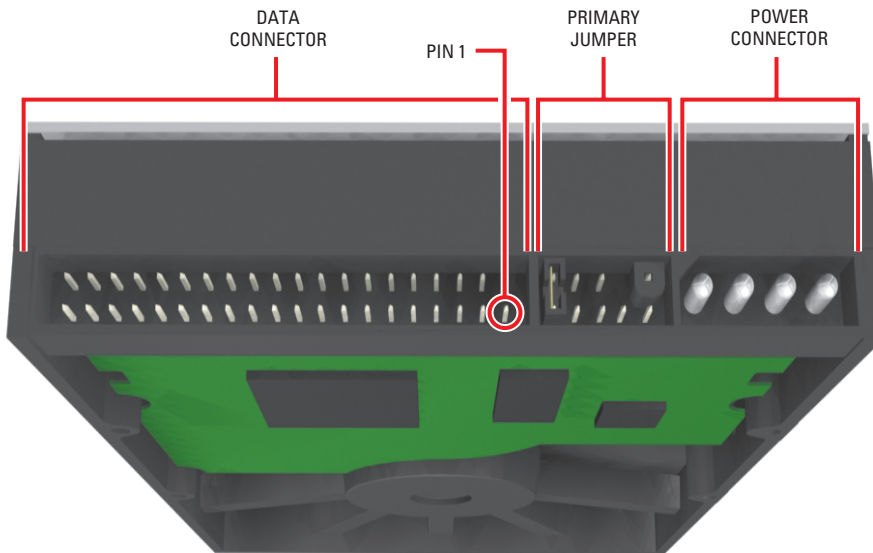
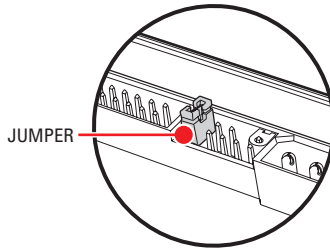
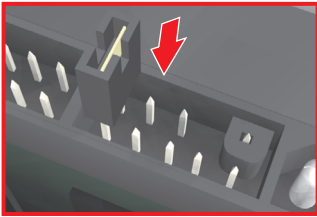
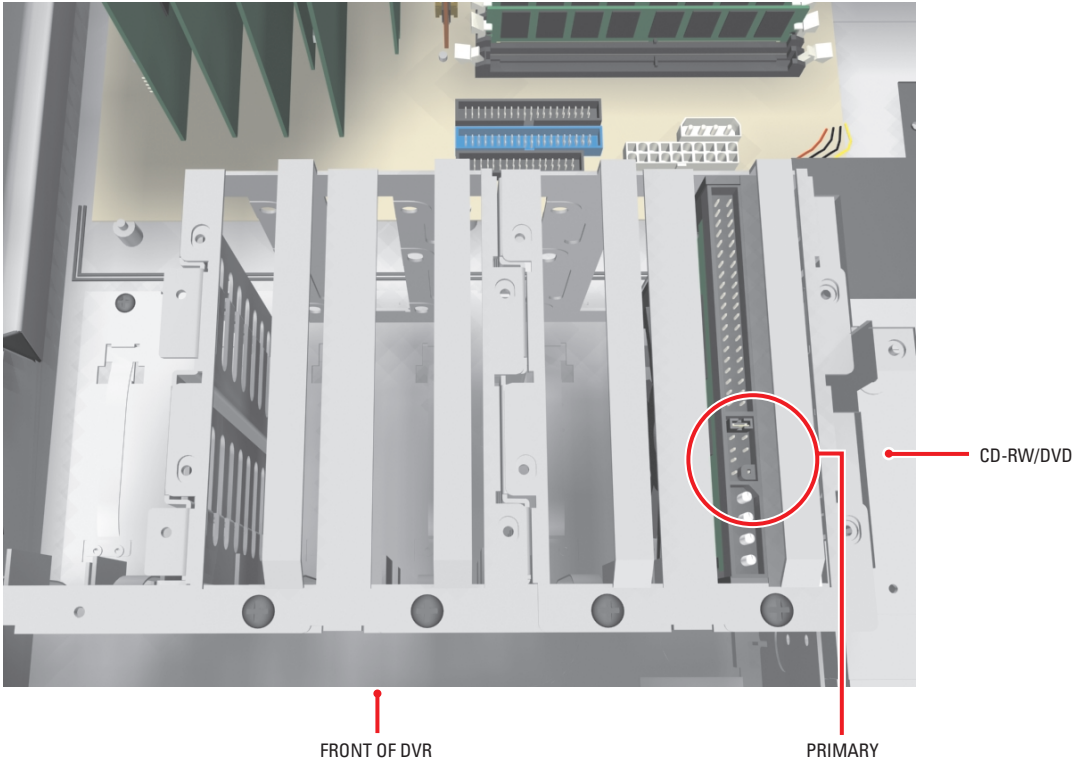


Figure 14. Rear View of Hard Disk Drive

Set the jumper (refer to Figure 15):

1. Using your fingernails or a pair of tweezers, remove the plastic jumper block by pulling it gently away from the drive.
2. Set the drive to be the primary disk by replacing the jumper block.



PRIMARY
SETTING



Figure 15. Setting Drive Jumper

RECONNECT THE DATA AND POWER CABLES

IMPORTANT: Data and power cable connectors fit together only one way. All connectors are keyed to ensure that they are inserted in the proper orientation. Examine the drive, motherboard, and cable connectors before installation so that connectors are properly aligned. Make sure connectors are seated in the mating connectors securely, but do not force the connection. When installing drive power cables, push the connectors straight in or out; do not rock connectors back and forth.

To reconnect the data and power cables:

1. Connect the IDE cable to the newly installed system drive. Refer to Figure 16.
2. If a second hard drive is in the drive mounting basket, connect the IDE cable to the second drive.

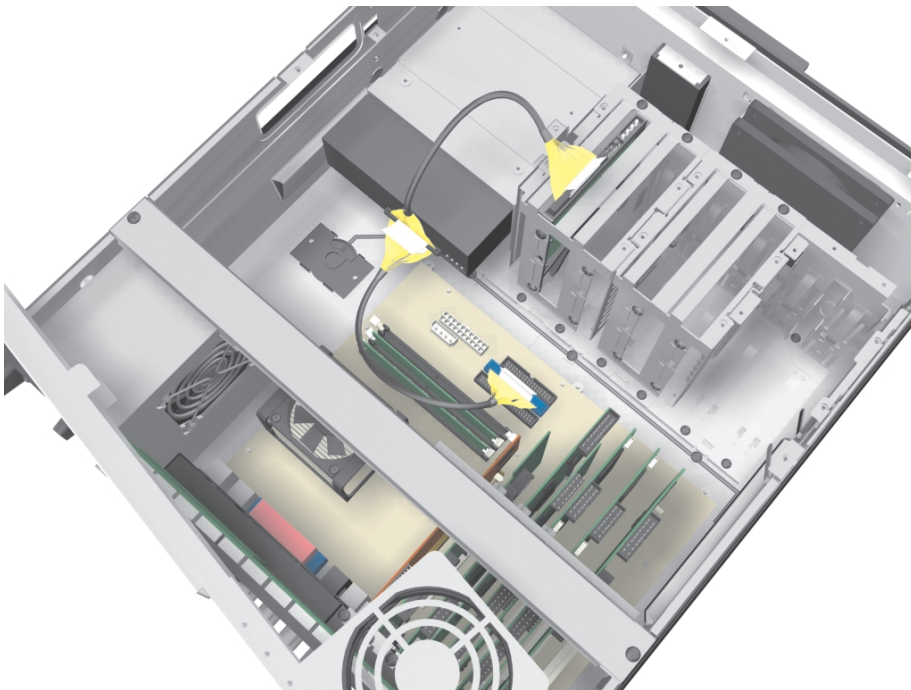


Figure 16. Installing the IDE Data Cable

3. Connect the system drive power connector according to the diagram in Figure 17. If a second drive is in the drive mounting basket, reconnect its power connector.

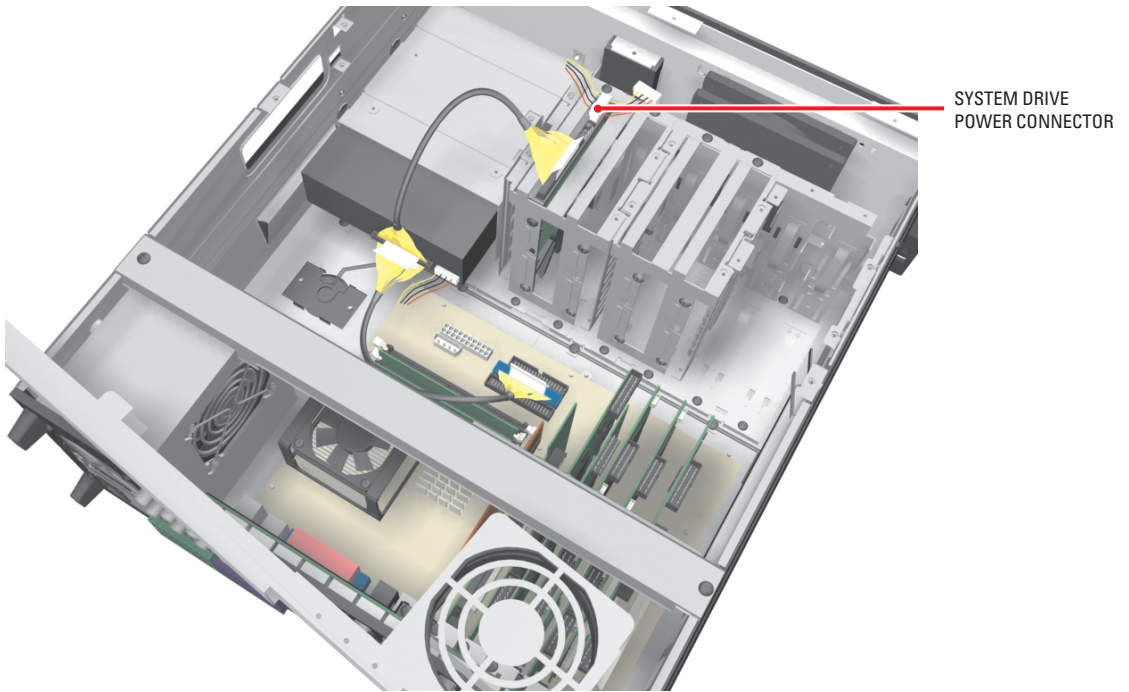


Figure 17. Installing Power Connector

Reassemble the Unit

1. Replace the front cross-brace and secure it with the flat-head screws you set aside earlier. Refer to Figure 18.

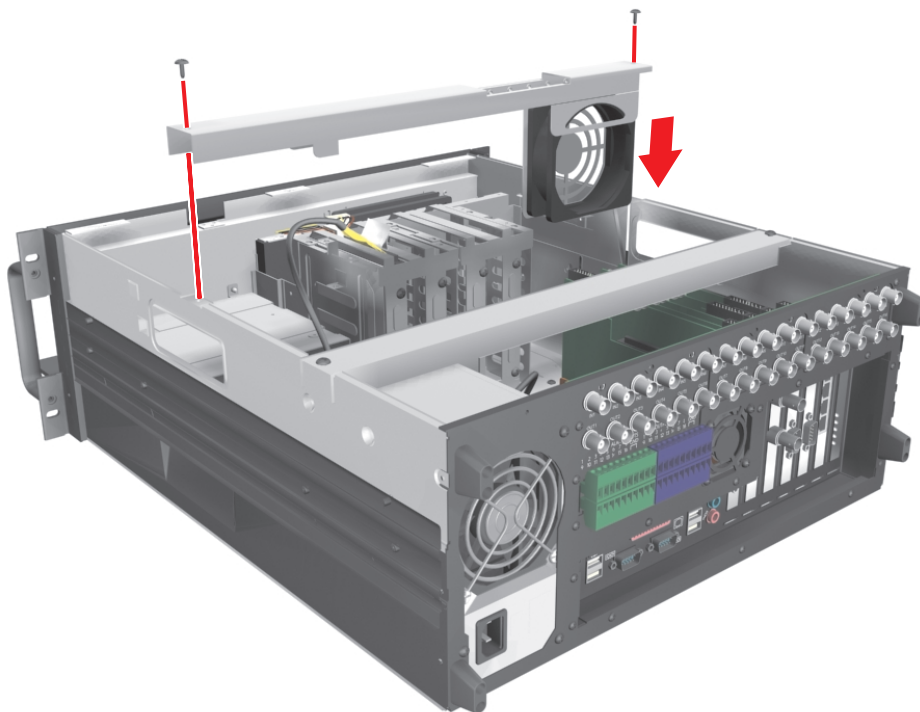


Figure 18. Replacing Front Cross-Brace

2. Replace the chassis cover using the same screws you removed from the side and rear of the unit. Refer to Figure 19.

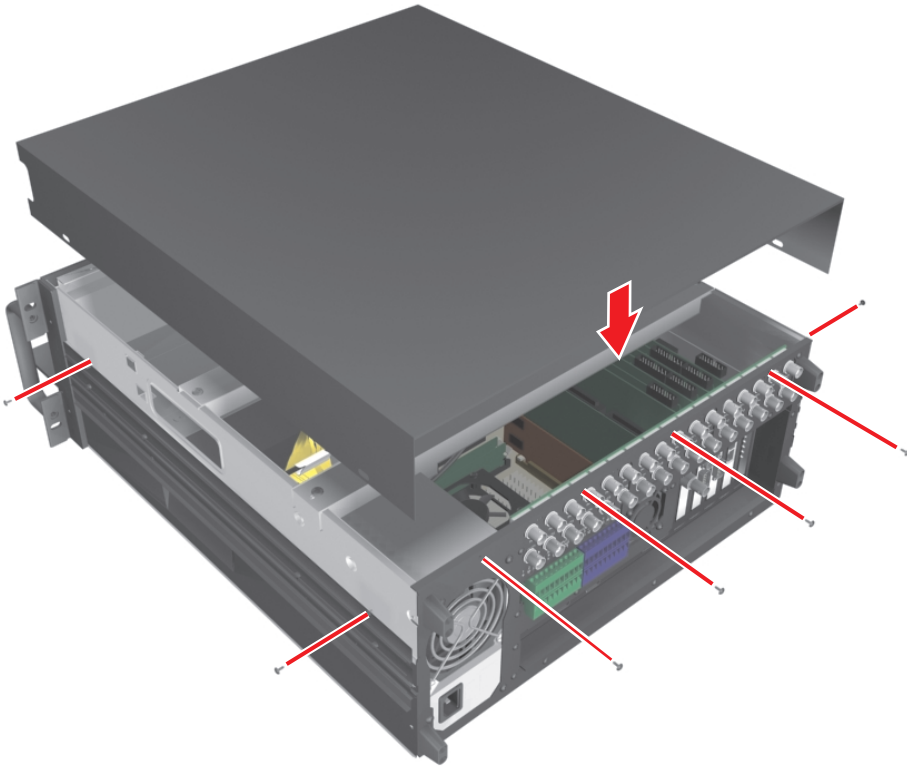


Figure 19. Replacing Chassis Cover

3. Reinstall the unit in a rack enclosure if necessary, and reconnect all cables and peripheral equipment that you removed earlier.
4. Plug the power cord back into the power supply and then into the wall.
5. Turn on power switch and allow the unit to start up and find the new hard disk. This may take several minutes.

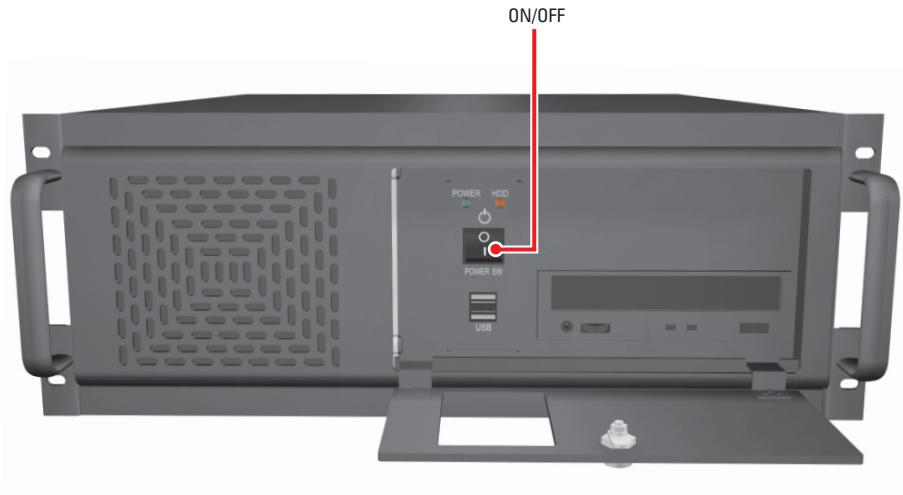


Figure 20. Restarting Unit

6. Wait while the Windows 2000 operating system boots and the Windows 2000 Professional Setup dialog box appears.

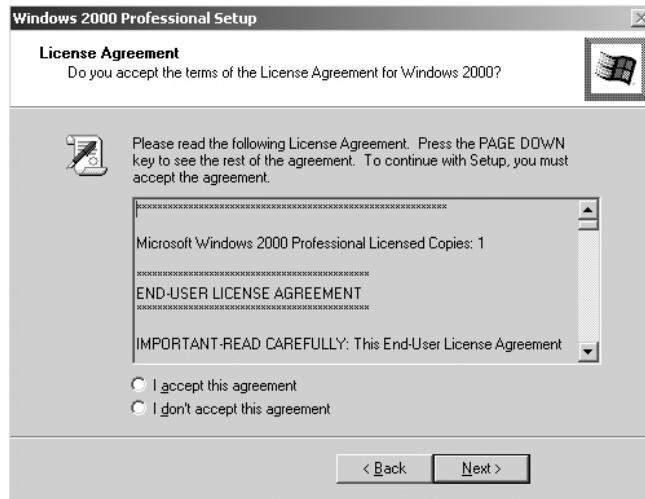


Figure 21. Windows 2000 Professional Setup Dialog Box

7. Read the license agreement and select the "I accept this agreement" radio button.
8. Click Next. The Regional Settings dialog box appears.



Figure 22. Regional Settings Dialog Box

9. Click Next. The Your Product Key dialog box appears.

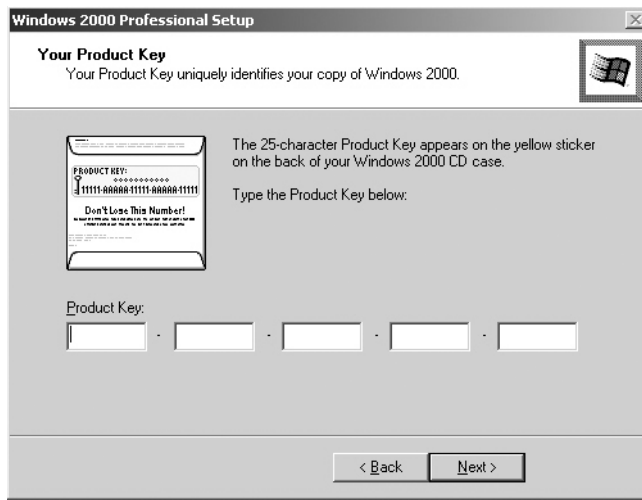


Figure 23. Your Product Key Dialog Box

10. Enter the Microsoft Windows 2000 Pro Embedded product key located on a label on the inside of the front panel door.



Figure 24. Windows 2000 Pro Embedded Product Label

11. Click Next. The Computer Name and Administrator Password dialog box appears.

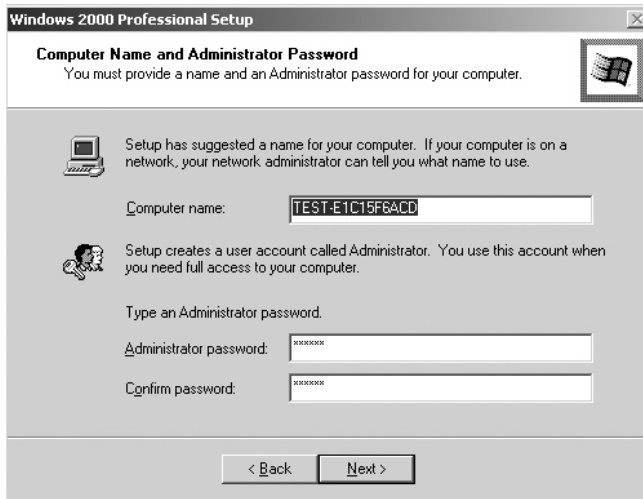


Figure 25. Computer Name and Administrator Password Dialog Box

12. Click Next and wait while the system reboots. This may take several minutes.

⚠ WARNING: Do not change the administrator password. Changing the administrator password will disable the DX8000's auto-log-in feature. For information about changing the administrator password, refer to *Setting the BIOS Supervisor Password* and *Changing the Windows Administrator Password* in the Important Security Information for System Administrators manual.

13. After the system has been rebooted, the PDB Initialize screen appears.

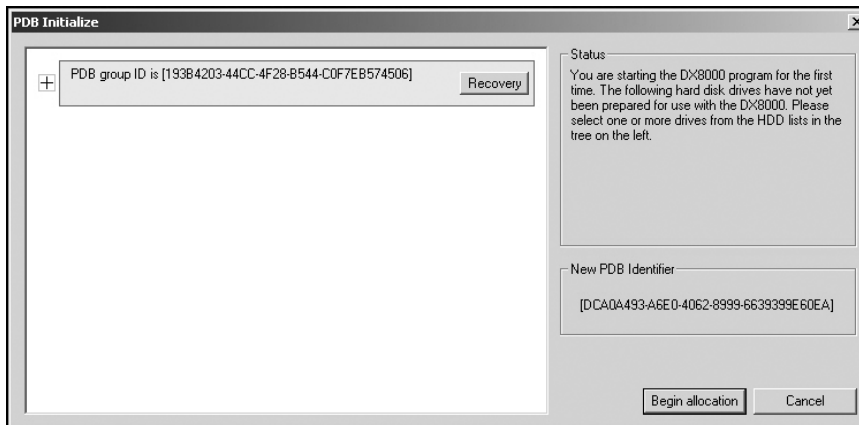


Figure 26. PDB Initialization Dialog Box

14. Click "+" next to the PDB Group ID box to expand the tree.
 - **To save your recorded video:** If updating an existing system and you want to save previously recorded video, select Recovery on the PDB Group ID box. In this case, all of the boxes should turn yellow and the individual drives should have Used selected. This step will save your recorded video.
 - **To delete your recorded video:** If installing this system for the first time, on each of the individual disk drives in the tree, make sure that Allocation is selected. This step will erase all data on all of the drives.
15. Click Begin Allocation to start the database initialization. The DX8000 will take about 5 to 10 minutes to initialize the database and begin operation.

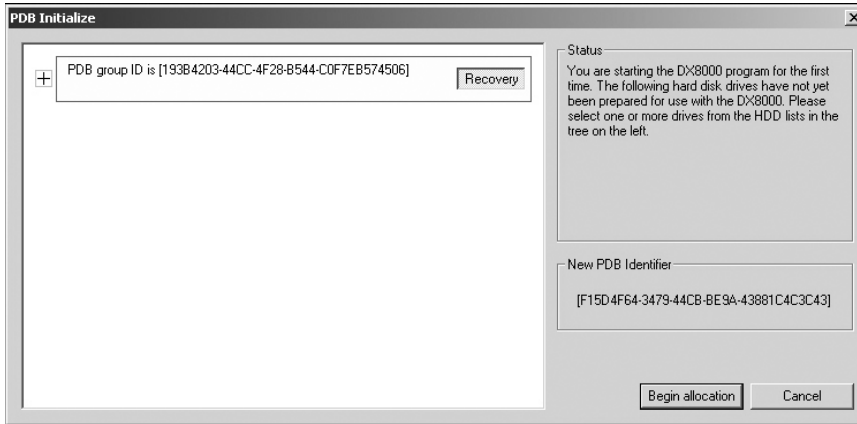


Figure 27. PDB Initialization Screen with Recovery Active

16. Wait while the DX8000 prepares the primary hard disk drive for video storage and the DX8000 application starts. This may take several minutes depending on the amount of disk storage installed in your system. After the DX8000 application starts, your system is ready to use.

Your DX8000's Admin password is set to its default after the system recovery procedure. Refer to the DX8000 Installation Manual for information on logging in with the default Admin user account.

Install Software on the New Drive

⚠ WARNING: The instructions in this section are performed only if the initial installation of the hard drive is unsuccessful. In this case, contact Pelco Product Support before performing the instructions.

CONFIGURE SYSTEM TO BOOT FROM CD/DVD

To change the boot drive from the hard disk to the CD/DVD drive:

1. Insert the DX8000 Reinstallation CD into your DVR's CD/DVD drive.
2. Boot the DX8000 Series DVR by turning on the power switch, or restart the system if it is already running. Refer to the Operations and Programming Manual for instructions on restarting the DX8000.
3. Press the Delete key on the keyboard as the system is booting and before the Windows® operating system loads. The BIOS main screen appears.

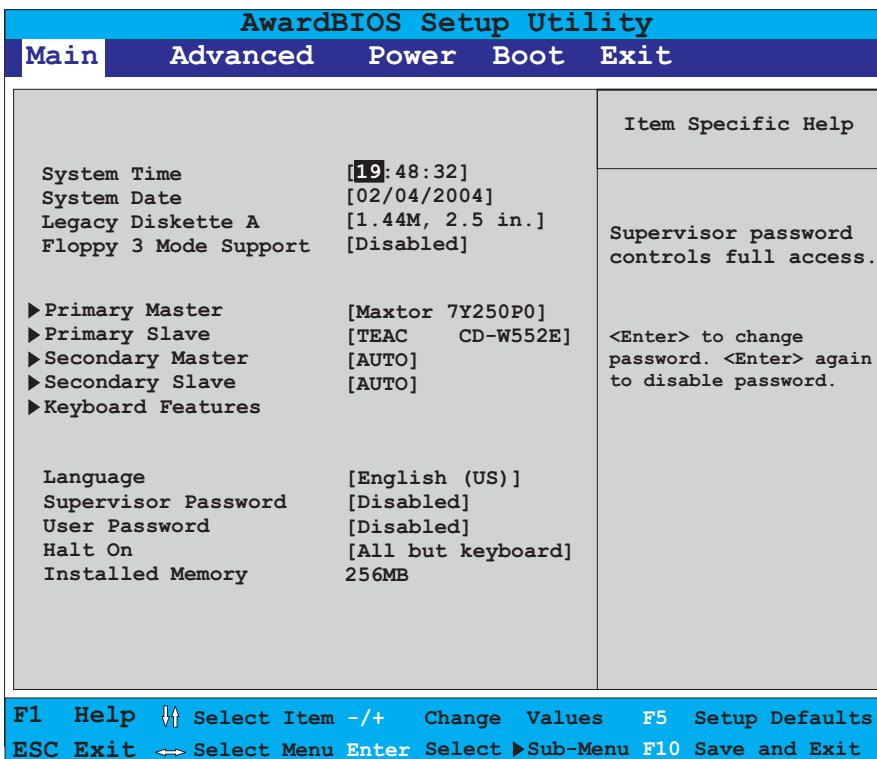


Figure 28. DX8000 BIOS Setup Main Screen

4. If you receive a prompt requesting that you enter a password, contact your system administrator for assistance logging into and changing the DX8000 BIOS Setup.
5. Use the cursor control (arrow) keys on your keyboard to move right to the Boot option in the Main screen.
6. Press the minus (-) key on your keyboard to change the boot sequence from the hard disk to the CD or DVD drive installed on your system. The screen should look something like the example in Figure 29.

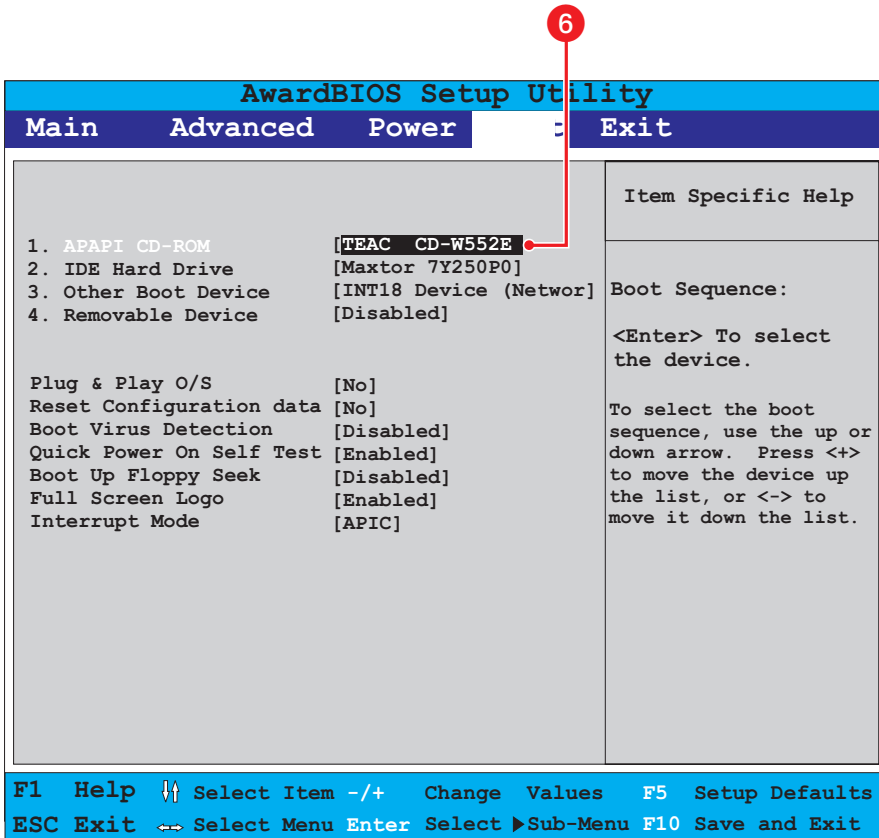


Figure 29. BIOS Boot Screen with CD/DVD Drive at Top

7. Press the F10 function key on your keyboard to save and exit the BIOS setup screen.
8. Finalize BIOS changes:
 - To accept the boot sequence changes and reboot, press the Enter key.
 - To cancel the changes, press the Esc key and then press Ctrl+Alt+Delete keys simultaneously to reboot.
9. Wait while your system boots from the DX8000 Reinstallation CD, and then proceed to the following section.

INSTALL SOFTWARE

To install software:

1. After the DX8000 reboots from the installation CD the DX8000 Recovery dialog box opens.

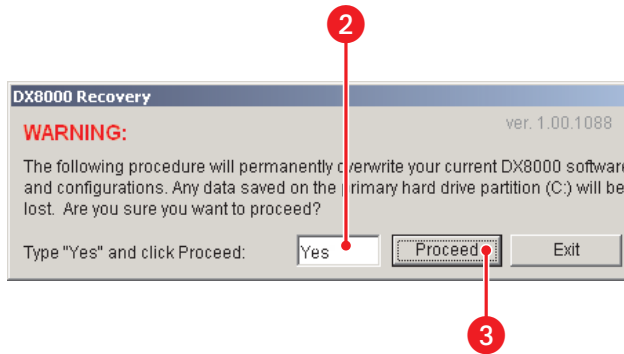


Figure 30. DX8000 Recovery Dialog Box

2. Carefully read the warning presented in the dialog box, and type the word Yes to confirm that you want to continue the reinstallation process.
3. Click the Proceed button to continue the installation procedure. The Partition Size Verification dialog box appears.

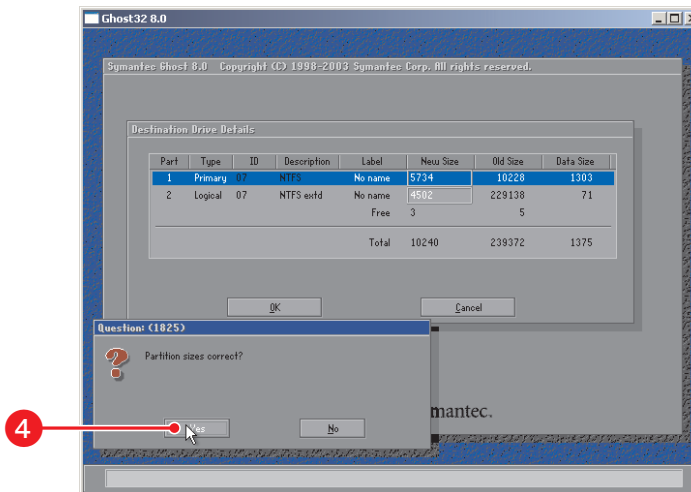


Figure 31. Partition Size Verification Dialog Box

- Click Yes. The Proceed with Disk Restore dialog box appears.

WARNING: Proceeding with the recovery procedure will permanently overwrite the software and data stored on your system's C: drive.

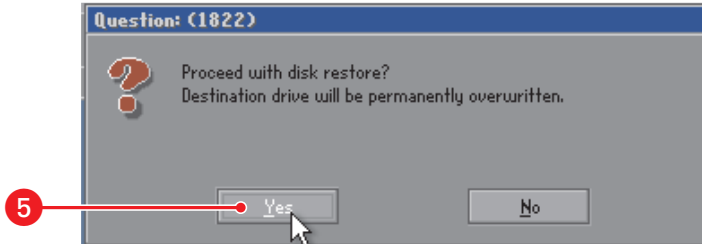


Figure 32. Proceed with Disk Restore Dialog Box

- Click Yes. A progress bar appears reporting the progress of the system installation. When the recovery process is complete, you will be prompted to restart your computer.

WARNING: At this time, the DX8000 Reinstallation procedure will replace the contents of your primary C: drive partition with a hard disk image of the DX8000 system and application software. The imaging process may take up to 20 minutes. Do not press any keys or restart your DVR during the installation procedure.

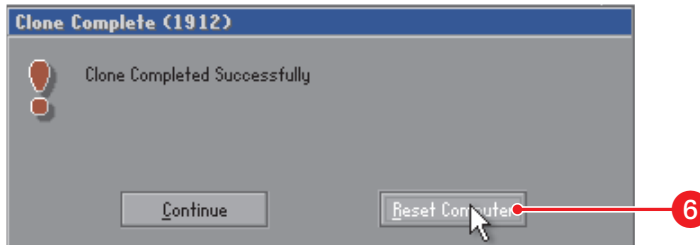


Figure 33. Clone Complete Dialog Box

- Click Reset Computer. The DVR restarts.

- Press the Delete key on the keyboard as the system is booting and before the Windows operating system loads. The BIOS main screen appears.

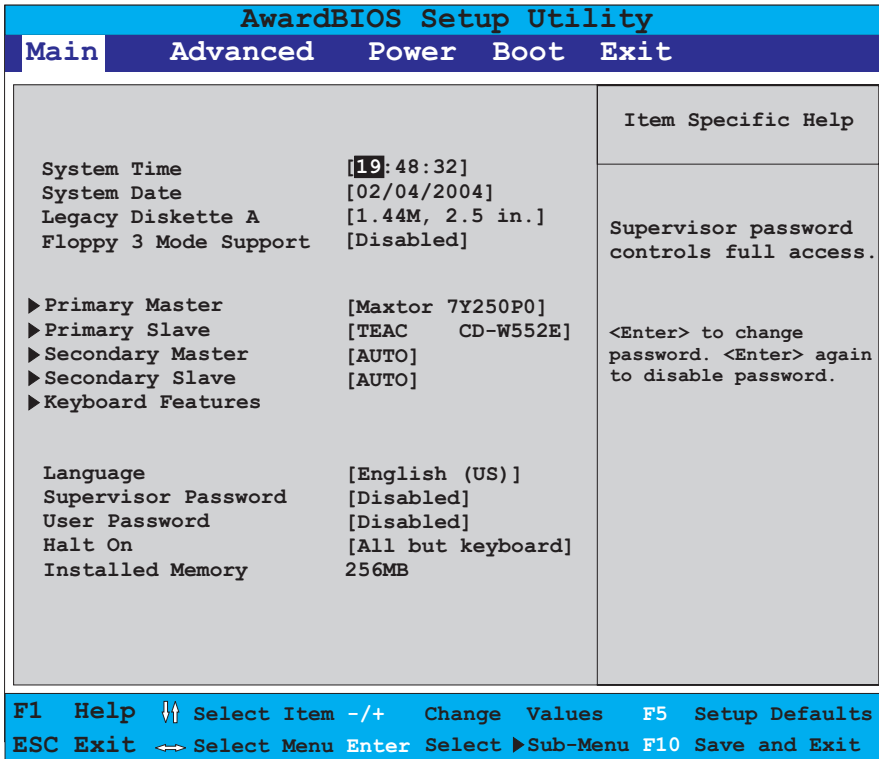


Figure 34. DX8000 BIOS Setup Main Screen

- If you receive a prompt requesting that you enter a password, contact your system administrator for assistance logging into and changing the DX8000 BIOS Setup.
- Use the cursor control (arrow) keys on your keyboard to move right to the Boot option in the Main screen.

10. Press the minus (-) key on your keyboard to change the boot sequence from the CD/DVD drive back to the hard disk. The screen should look something like the example in Figure 35.

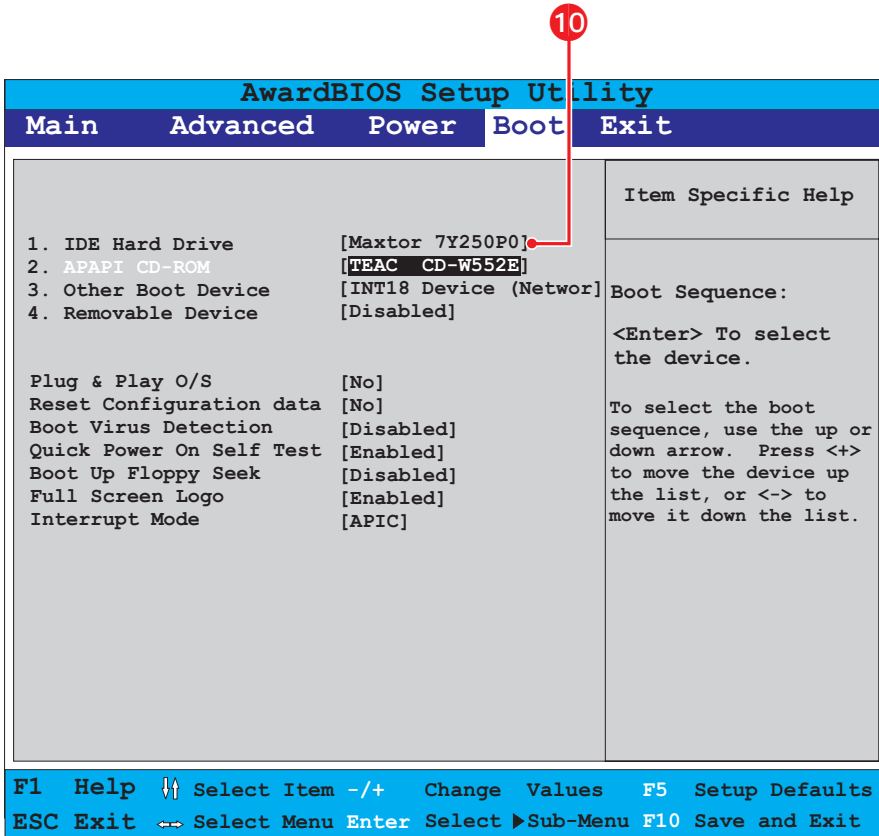


Figure 35. BIOS Boot Screen with Hard Disk Drive at Top

11. Press the F10 function key on your keyboard to save and exit the BIOS setup screen.
12. Press the Enter key to accept the change and reboot your DVR.
13. Wait while the Windows 2000 operating system boots and the Windows 2000 Professional Setup dialog box appears.

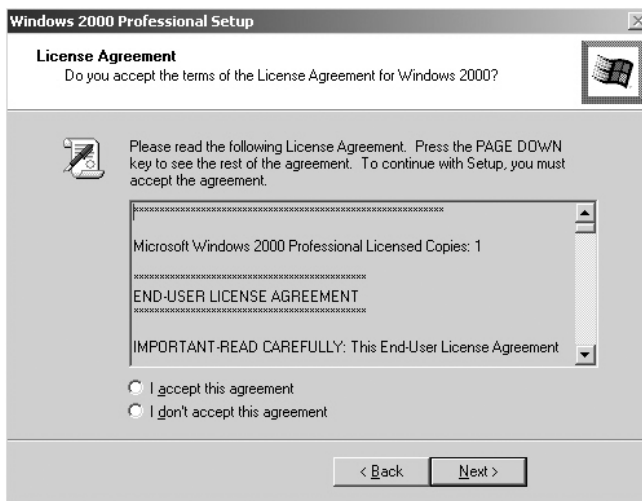


Figure 36. Windows 2000 Professional Setup Dialog Box

14. Read the license agreement and select the "I accept this agreement" radio button.
15. Click Next. The Regional Settings dialog box appears.

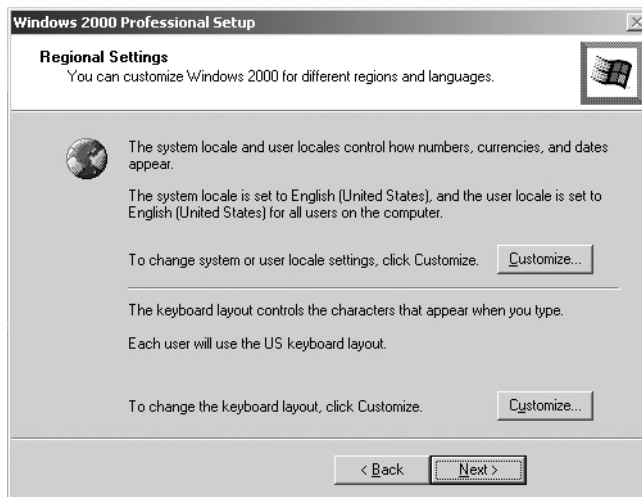


Figure 37. Regional Settings Dialog Box

16. Click Next. The Your Product Key dialog box appears.

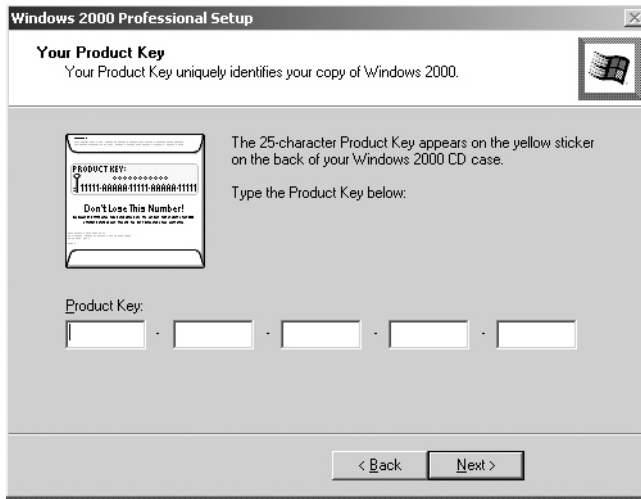


Figure 38. Your Product Key Dialog Box

17. Enter the Microsoft Windows 2000 Pro Embedded product key located on a label on the inside of the front panel door.

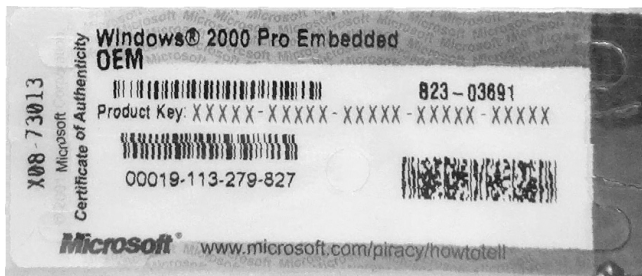


Figure 39. Windows 2000 Pro Embedded Product Label

18. Click Next. The Computer Name and Administrator Password dialog box appears.

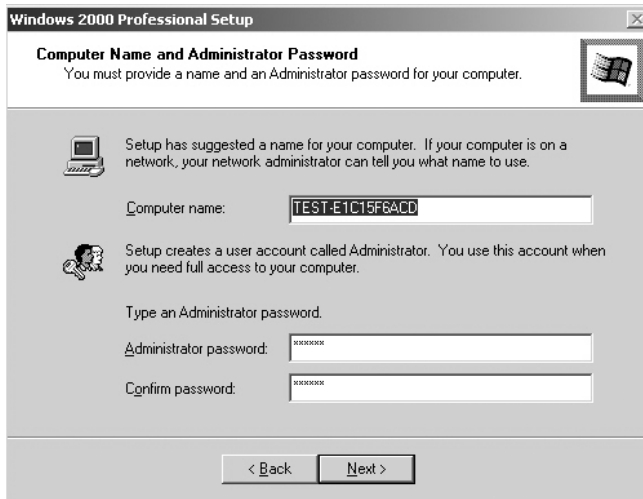


Figure 40. Computer Name and Administrator Password Dialog Box

19. Click Next and wait while the system reboots. This may take several minutes.

WARNING: Do not change the administrator password. Changing the administrator password will disable the DX8000's auto-log-in feature. For information about changing the administrator password, refer to *Setting the BIOS Supervisor Password* and *Changing the Windows Administrator Password* in the Important Security Information for System Administrators manual.

20. After the system has been rebooted, the PDB Initialize screen appears.

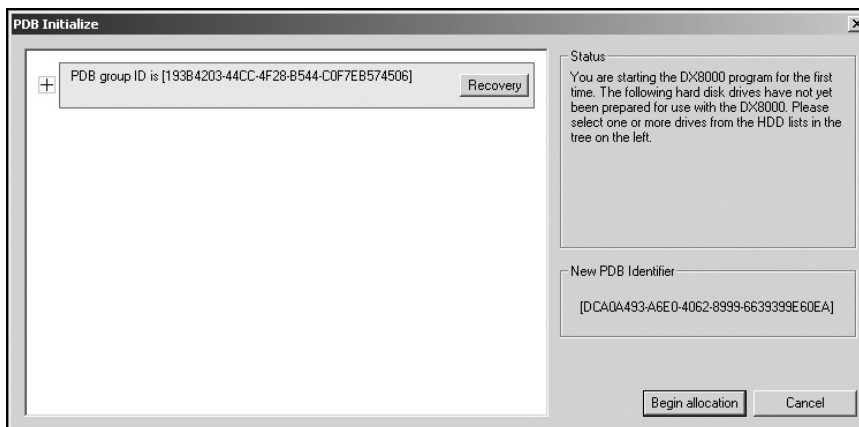


Figure 41. PDB Initialization Dialog Box

21. Click "+" next to the PDB Group ID box to expand the tree.
 - **To save your recorded video:** If updating an existing system and you want to save previously recorded video, select Recovery on the PDB Group ID box. In this case, all of the boxes should turn yellow and the individual drives should have Used selected. This step will save your recorded video.
 - **To delete your recorded video:** If installing this system for the first time, on each of the individual disk drives in the tree, make sure that Allocation is selected. This step will erase all data on all of the drives.
22. Click Begin Allocation to start the database initialization. The DX8000 will take about 5 to 10 minutes to initialize the database and begin operation.

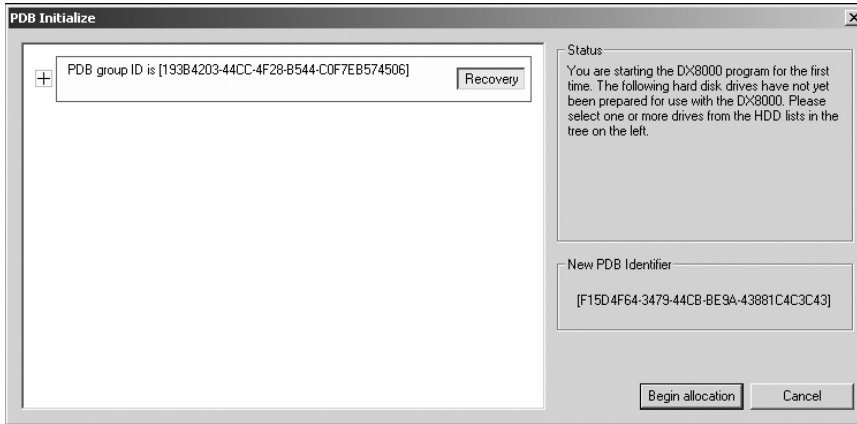


Figure 42. PDB Initialization Screen with Recovery Active

23. Wait while the DX8000 prepares the primary hard disk drive for video storage and the DX8000 application starts. This may take several minutes depending on the amount of disk storage installed in your system. After the DX8000 application starts, your system is ready to use.

Your DX8000's Admin password is set to its default after the system recovery procedure. Refer to the DX8000 Installation Manual for information on logging in with the default Admin user account.

PRODUCT WARRANTY AND RETURN INFORMATION

WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on FT/FR8000 Series fiber optic products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra®, Esprit®, ExSite™, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit® and WW5700 Series window wiper (excluding wiper blades).
- Two years (except lamp and color wheel) on Digital Light Processing (DLP™) displays. The lamp and color wheel will be covered for a period of 90 days. The air filter is not covered under warranty.
- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, and Endura™ Series distributed network-based video products.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair).

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid. Ship to the appropriate address below.

If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:

Service Department
Pelco
3500 Pelco Way
Clovis, CA 93612-5699

If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:

If the goods are to be sent by a COURIER SERVICE, send the goods to:

Pelco
3500 Pelco Way
Clovis, CA 93612-5699 USA

If the goods are to be sent by a FREIGHT FORWARDER, send the goods to:

Pelco c/o Expeditors
473 Eccles Avenue
South San Francisco, CA 94080 USA
Phone: 650-737-1700
Fax: 650-737-0933



This equipment contains electrical or electronic components that must be recycled properly to comply with Directive 2002/96/EC of the European Union regarding the disposal of waste electrical and electronic equipment (WEEE). Contact your local dealer for procedures for recycling this equipment.

REVISION HISTORY

Manual #	Date	Comments
C1692M	12/05	Original version.

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Worldwide Headquarters
3500 Pelco Way
Clovis, California 93612 USA

USA & Canada
Tel: 800/289-9100
Fax: 800/289-9150

International
Tel: 1-559/292-1981
Fax: 1-559/348-1120

www.pelco.com

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